CallPilot Programming Record

BCM50 2.0
CallPilot

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Chapter 1
Getting started

About this guide

The *CallPilot Programming Record* includes:

- a list of programming tasks for setting up your CallPilot system
- tables you can use to record CallPilot programming
- tables you can use to record CallPilot Fax and Message Networking programming, if you have these options installed. To record Contact Center programming, refer to the *Contact Center Set Up and Operation Guide*
- system defaults for CallPilot 100/150, and Business Communications Manager (BCM).

Use this guide to record how you program your Business Communications Manager or CallPilot 100/150 system. You can also use this guide as a reference when you make changes to CallPilot programming.

Note: Make copies of the pages in this guide as required.

Audience

This guide is for CallPilot system administrators.

Using this guide

Use the tables in this guide to assist you with CallPilot programming. To use the programming record tables:

1. Determine which options apply to your system.
2. Refer to the task and page number shown in the table below.
3. Decide whether you want to change or keep a default setting. The defaults are shown in **bold**.
4. If you change the default, write information in the space provided, or circle an option.

The following table lists which programming record table to use for each programming task.

For these programming tasks	Refer to
Record Greetings	"CallPilot Greetings" on page 11

Set up the Greeting Tables: • record custom Auto Attendant Menu prompt or use default • assign Greetings • assign Greeting Table features • assign business hours for each day of the week	“Greeting Tables” on page 12
Assign lines answered by CallPilot	“CallPilot line answering” on page 14
Enter custom Class of Service values	“Class of Service” on page 15
Record mailbox values	“Mailboxes” on page 17
Create Group Lists	“Voice Group Lists” on page 18
Create a Caller ID Routing Table	“Caller ID Routing Table” on page 19
Design CCR Tree nodes	“CCR Trees Home Nodes” on page 20
Create CCR Trees	“CCR Trees Home Nodes” on page 20
Set Dialing Translation parameters	“Dialing Translation parameters” on page 22
Record Dialing Translation Table entries	“Dialing Translation Table” on page 23
Assign return to Auto Attendant setting	“Auto Attendant settings” on page 24
Assign CallPilot system settings	“CallPilot system settings” on page 25
Assign Operator settings and Business Status	“Operator and Business Status” on page 26

For these CallPilot Message Networking tasks	**Refer to**
Create Digital Networking sites	“Digital Networking site table” on page 28
Create AMIS sites	“AMIS site table” on page 29
Set up AMIS Call Blocking periods	“AMIS Call Blocking periods” on page 30
Create Network Site mailboxes	“Network Site Mailboxes” on page 31
Create Network AMIS mailboxes	“Network AMIS mailboxes” on page 32

For these CallPilot Fax tasks	**Refer to**
Create Fax Overflow mailboxes	“Fax Overflow mailboxes” on page 33
Create Fax On Demand mailboxes	“Fax On Demand mailboxes” on page 34
Create Fax Group Lists	“Fax Group Lists” on page 36

For these CallPilot defaults	refer to
Class of Service	“Class of Service default values” on page 38
CallPilot system properties	“System properties” on page 39 “Feature codes” on page 39 “Line answering” on page 40 “Greeting Tables” on page 40 “Auto Attendant” on page 40 “Operator and Business Status” on page 40 “Holiday Schedule” on page 41

Chapter 2
CallPilot programming

This section contains the following tables:

- "Customer information" on page 10
- "Pre-installation" on page 10
- "Unit address and identification" on page 10
- "CallPilot Greetings" on page 11
- "Greeting Tables" on page 12
- "CallPilot line answering" on page 14
- "Class of Service" on page 15
- "Park and Page settings" on page 16
- "Mailboxes" on page 17
- "Voice Group Lists" on page 18
- "Caller ID Routing Table" on page 19
- "CCR Trees Home Nodes" on page 20
- "CCR Tree programming template" on page 21
- "Dialing Translation parameters" on page 22
- "Dialing Translation Table" on page 23
- "Auto Attendant settings" on page 24
- "CallPilot system settings" on page 25
- "Operator and Business Status" on page 26

Customer information

Customer/Company:	**Installation date:**
Address:	**Notes:**
Telephone:	
System Administrator:	

Pre-installation

Number of mailboxes to be installed	
Number of external lines to be answered	

Unit address and identification

IP Address	
Subnet Mask	
Primary DNS	
Secondary DNS	
Default Gateway	

Note: This table applies to CallPilot 100/150 only.

CallPilot Greetings

Greeting number	**Caption:** AM Greeting **Recorded Greeting:** Good morning. Thank you for calling Shelbourne Consulting.

Greeting Tables

Greeting Table number:	1 to 99

	Morning	Afternoon	Evening	Non-business
Greeting Used				
CCR Tree				
DN Dialing	Enabled / Disabled	Enabled / Disabled	Enabled / Disabled	Enabled / Disabled
Business hours				
Monday	____:____ am pm	____:____ am pm	____:____ am pm	____:____ am pm
Tuesday	____:____ am pm	____:____ am pm	____:____ am pm	____:____ am pm
Wednesday	____:____ am pm	____:____ am pm	____:____ am pm	____:____ am pm
Thursday	____:____ am pm	____:____ am pm	____:____ am pm	____:____ am pm
Friday	____:____ am pm	____:____ am pm	____:____ am pm	____:____ am pm
Saturday	____:____ am pm	____:____ am pm	____:____ am pm	____:____ am pm
Sunday	____:____ am pm	____:____ am pm	____:____ am pm	____:____ am pm

Note: Enter times in hh:mm format. Circle a.m. or p.m. if you use a 12-hr clock.

Custom Auto Attendant Menu	Enabled Y / N
Primary Language prompt	
Alternate Language prompt	

Table options	
Target Attendant extension	
Language preference	**Primary** Alternate
Menu Repeat Key	

Note: For more information about CCR programming, refer to "CCR Trees Home Nodes" on page 20 and "CCR Trees Home Nodes" on page 20.

CallPilot line answering

Line number	Telephone number (reference only)	Answered by CallPilot	Number of rings (0 to 12)	Greeting Table number (1 to 99)
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		
		Y **N**		

Class of Service

You can edit Class of Service values if you use CallPilot Manager. Use this table to record Class of Service values. For the default Class of Service values, refer to "Class of Service default values" on page 38.

Class of Service	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**
Name								
Max Mailbox Message Time (in minutes)								
Max Message Length (in minutes)								
Message Retention Period (in days)								
Max Greeting Length (in minutes)								
Enable Off-premise Message Notification								
Retry Intervals (in minutes)								
Max Number of Attempts								
Enable Outbound Transfer								
Max Incorrect Password Attempts								
Password Expiry (in days)								
Enable Networking*								
Enable Personal Target Attendant								
Enable Call Record								
Prompt Language								
User Interface Style								
Class of Service	**9**	**10**	**11**	**12**	**13**	**14**	**15**	**16**
Name								
Max Mailbox Message Time (in minutes)								
Max Message Length (in minutes)								
Message Retention Period (in days)								
Max Greeting Length (in minutes)								
Enable Off-premise Message Notification								
Retry Intervals (in minutes)								
Max Number of Attempts								
Enable Outbound Transfer								
Max Incorrect Password Attempts								

Class of Service	1	2	3	4	5	6	7	8
Password Expiry (in days)								
Enable Networking*								
Enable Personal Target Attendant								
Enable Call Record								
Prompt Language								
User Interface Style								

Park and Page settings

Page Type	None **Internal Zone** Overhead Paging Both
Page Zone	All **1** 2 3 4 5 6
Page Retries	0 **1** 2 3 4 5
Retry Interval	Range: 5-300 seconds. Default: **15** seconds

Mailboxes

Mailbox #	Ext #	Class of Service * (1 to 16)	Name (1 -16 letters)	Type Information Subscriber Guest Network AMIS** Network Site** Fax On Demand** Fax Overflow**	Alt Ext 1 #†	Alt Ext 2 #†	Express Messaging Line #†	Fax Only Enabled FO = Fax Only FV = Fax and Voice	In Company Directory	Message Waiting Notification	Auto Login	Call Screening	Outdial Route L = line R = route P = pool None = default
								FO FV	**Y** N	**Y** N	**Y** N	**Y** N	L P R **None**
								FO FV	**Y** N	**Y** N	**Y** N	**Y** N	L P R **None**
								FO FV	**Y** N	**Y** N	**Y** N	**Y** N	L P R **None**
								FO FV	**Y** N	**Y** N	**Y** N	**Y** N	L P R **None**
								FO FV	**Y** N	**Y** N	**Y** N	**Y** N	L P R **None**
								FO FV	**Y** N	**Y** N	**Y** N	**Y** N	L P R **None**
								FO FV	**Y** N	**Y** N	**Y** N	**Y** N	L P R **None**
								FO FV	**Y** N	**Y** N	**Y** N	**Y** N	L P R **None**
								FO FV	**Y** N	**Y** N	**Y** N	**Y** N	L P R **None**
								FO FV	**Y** N	**Y** N	**Y** N	**Y** N	L P R **None**
								FO FV	**Y** N	**Y** N	**Y** N	**Y** N	L P R **None**
								FO FV	**Y** N	**Y** N	**Y** N	**Y** N	L P R **None**
								FO FV	**Y** N	**Y** N	**Y** N	**Y** N	L P R **None**
								FO FV	**Y** N	**Y** N	**Y** N	**Y** N	L P R **None**
								FO FV	**Y** N	**Y** N	**Y** N	**Y** N	L P R **None**
								FO FV	**Y** N	**Y** N	**Y** N	**Y** N	L P R **None**
								FO FV	**Y** N	**Y** N	**Y** N	**Y** N	L P R **None**
								FO FV	**Y** N	**Y** N	**Y** N	**Y** N	L P R **None**
								FO FV	**Y** N	**Y** N	**Y** N	**Y** N	L P R **None**

* For more information see page 15 and page 38.

** If this CallPilot option is enabled on your system.

Subscriber mailboxes only.

Voice Group Lists

Use this table to record voice Group Lists. You can create fax Group Lists if you have the Fax option enabled. To record fax Group Lists use the table "Fax Group Lists" on page 36.

Group List number* (901 to 999)	
Spoken name	
Display name (maximum 16 letters)	

Group List members

Name	Mailbox number

* The Group List leading digit can be changed from the default of 9. This can be done during initialization or by the System Administrator.

Caller ID Routing Table

Telephone number			
Transfer To:	Greeting Table		
	Extension		
	Mailbox		
	CCR	CCR Tree	
		Path	
Telephone number			
Destination type	Greeting Table		
	Extension		
	Mailbox		
	CCR	CCR Tree	
		Path	
Telephone number			
Destination type	Greeting Table		
	Extension		
	Mailbox		
	CCR	CCR Tree	
		Path	
Telephone number			
Destination type	Greeting Table		
	Extension		
	Mailbox		
	CCR	CCR Tree	
		Path	
Telephone number			
Destination type	Greeting Table		
	Extension		
	Mailbox		
	CCR	CCR Tree	
		Path	

CCR Trees Home Nodes

CCR Tree number	1 to 99 Enabled: Y N	
Home node type Menu Information	Primary message	
	Alternate message	
Mailbox	Mailbox #	
Transfer	Internal	Extension #
	External	Line, pool, route, or intercom #
		Telephone #

Destination applies to Mailbox and Information nodes

Previous Home
Disconnect

CCR Tree programming template

Use this template to design CCR Trees. Each box represents a node on the CCR Tree. To use this template:

- In the boxes, record the Path number, node type and Greeting. Node can be Menus, Information, Mailbox or Transfer.
- For Menu and Information nodes, record a description in the box.
- Draw lines between the boxes to form the Paths.

CCR Tree	Home

Path	Path	Path
Node type	Node type	Node type

Path	Path	Path
Node type	Node type	Node type

Path	Path	Path
Node type	Node type	Node type

Dialing Translation parameters

Long Distance Access Code	
Area Code	
Access Code	
Reply Translation	Y N

Dialing Translation Table

For each Dialing Translation Table entry, enter an Input value and an Output value.
The Input value can be a maximum of 14 digits. The Output value can be a maximum of 15 digits.

Note: CallPilot sorts the entries in ascending numerical order.
Longer, more specific entries appear before shorter, more generic entries.

Input value	Output value

Auto Attendant settings

Return to Auto Attendant	Y **N**	
Use Customized Digits	Y **N**	
Touchtone Gate	None Standard Custom	

CallPilot system settings

Max Outcalling Channels	
Enable Voicemail	**Y** N
Enable Group List	**Y** N
Enable Trivial Password Checking	Y **N**
Group List Leading Digit	1 2 3 4 5 6 7 8 **9**
Enable External Initialization	Y **N**
Make Directory Available	**Y** N
Enable General Delivery Mailbox	**Y** N
Minimum Message Length	3000 seconds (default)
Enable Redirect DN	Y **N**
Enable Network Transfers	Y **N**
Enable Bilingual	Y **N**
Primary Language	
Alternate Language	
Canadian Pronunciation	Y **N**
Directory Search By	First name **Last name** Both
Primary UI Style	Norstar Voicemail CallPilot
CallPilot User Interface	Y **N**
Name Prefix	
Special Prefix	
Country (CallPilot 100/150 only)	
Time Zone (CallPilot 100/150 only)	
Daylight Savings Time (CallPilot 100/150 only)	Y **N**

Operator and Business Status

[ ] 982 Password **OPERATOR** (**67372867**)		
Answer lines	Y	N
Attendant Available	Y	N
Receptionist or Operator extension		

Chapter 3
CallPilot options

This section contains the following tables:

- "Digital Networking site table" on page 28
- "AMIS site table" on page 29
- "AMIS Call Blocking periods" on page 30
- "Network Site Mailboxes" on page 31
- "Network AMIS mailboxes" on page 32
- "Fax Overflow mailboxes" on page 33
- "Fax On Demand mailboxes" on page 34
- "Fax Group Lists" on page 36

Digital Networking site table

Use this table to record the properties for the Digital Networking sites you create.

Site name	
Site prefix	
Host name (FQDN)	
Mailbox prefix	
Site name recorded	Y N
Site name	
Site prefix	
Host name (FQDN)	
Mailbox prefix	
Site name recorded	Y N
Site name	
Site prefix	
Host name (FQDN)	
Mailbox prefix	
Site name recorded	Y N
Site name	
Site prefix	
Host name (FQDN)	
Mailbox prefix	
Site name recorded	Y N
Site name	
Site prefix	
Host name (FQDN)	
Mailbox prefix	
Site name recorded	Y N

AMIS site table

Use this table to record the properties for the AMIS sites you create.

Site name	
Site prefix	
Site name recorded	Y N
Destination site phone number	
Outdial route	Line number Pool number Route code
Site name	
Site prefix	
Site name recorded	Y N
Destination site phone number	
Outdial route	Line number Pool number Route code
Site name	
Site prefix	
Site name recorded	Y N
Destination site phone number	
Outdial route	Line number Pool number Route code
Site name	
Site prefix	
Site name recorded	Y N
Destination site phone number	
Outdial route	Line number Pool number Route code

AMIS Call Blocking periods

Use this table to record your AMIS Call Blocking periods.

Day	Period	Call Blocking time from	Call Blocking time to
Monday	1		
	2		
	3		
	4		
Tuesday	1		
	2		
	3		
	4		
Wednesday	1		
	2		
	3		
	4		
Thursday	1		
	2		
	3		
	4		
Friday	1		
	2		
	3		
	4		
Saturday	1		
	2		
	3		
	4		
Sunday	1		
	2		
	3		
	4		

Network Site Mailboxes

Use this table to record the details of the Network Site Mailboxes you create.

Network Site Mailbox number	
Network Site Mailbox name	
Include in Directory	**Y** N
Mailbox Name recorded	Y N
Destination Site Prefix	
Destination Remote Mailbox number	
Network Site Mailbox number	
Network Site Mailbox name	
Include in Directory	**Y** N
Mailbox Name recorded	Y N
Destination Site Prefix	
Destination Remote Mailbox number	
Network Site Mailbox number	
Network Site Mailbox name	
Include in Directory	Y N
Mailbox Name recorded	Y N
Destination Site Prefix	
Destination Remote Mailbox number	
Network Site Mailbox number	
Network Site Mailbox name	
Include in Directory	**Y** N
Mailbox Name recorded	Y N
Destination Site Prefix	
Destination Remote Mailbox number	

Network AMIS mailboxes

Use this table to record the details of the Network AMIS mailboxes you create.

Network AMIS mailbox number	
Network AMIS mailbox name	
Include in Directory	Y N
Mailbox name recorded	Y N
Outdial	Line number Pool number Route code
Destination site phone number	
Network AMIS mailbox number	
Network AMIS mailbox name	
Include in Directory	Y N
Mailbox name recorded	Y N
Outdial	Line number Pool number Route code
Destination site phone number	
Network AMIS mailbox number	
Network AMIS mailbox name	
Include in Directory	Y N
Mailbox name recorded	Y N
Outdial	Line number Pool number Route code
Destination site phone number	

Fax Overflow mailboxes

Mailbox number	
Fax machine extension number	
Mailbox name	
Spoken name	
Fax retries (1-99)	
Fax interval (1-60 min)	
Mailbox number	
Fax machine extension number	
Mailbox name	
Spoken name	
Fax retries (1-99)	
Fax interval (1-60 min)	
Mailbox number	
Fax machine extension number	
Mailbox name	
Spoken name	
Fax retries (1-99)	
Fax interval (1-60 min)	
Mailbox number	
Fax machine extension number	
Mailbox name	
Spoken name	
Fax retries (1-99)	
Fax interval (1-60 min)	
Mailbox number	
Fax machine extension number	
Mailbox name	
Spoken name	
Fax retries (1-99)	
Fax interval (1-60 min)	

Fax On Demand mailboxes

Mailbox number	
Mailbox name	
Class of Service	
Display in Directory	Y N
Spoken name	
Outdial type	Line number Pool number Route code
Fax retries	
Fax interval	
Delivery method	One-call Two-call
Maximum number of faxes*	1 2 3 4 5 6 7 8
Mailbox number	
Mailbox name	
Class of Service	
Display in Directory	Y N
Spoken name	
Outdial type	Line number Pool number Route code
Fax retries	
Fax interval	
Delivery method	One-call Two-call
Maximum number of faxes*	1 2 3 4 5 6 7 8
Mailbox number	
Mailbox name	
Class of Service	
Display in Directory	Y N
Spoken name	
Outdial type	Line number Pool number Route code
Fax retries	
Fax interval	

Delivery method	One-call			Two-call				
Maximum number of faxes*	1	2	3	4	5	6	7	8

* A caller can request a maximum of 8 faxes. A mailbox can store as many faxes as space permits.

Fax Group Lists

Group List number* (901 to 999)	
Spoken name	
Display name (1 - 16 characters)	

Group List members

Name	Fax machine telephone number (1 - 30 digits)	Route

*The Group List leading digit can be changed from the default of 9. This can be done during initialization or by the System Administrator.

Chapter 4
CallPilot defaults

This section contains the following tables:

- "Class of Service default values" on page 38
- "CallPilot system defaults" on page 39
- "Holiday Schedule" on page 41

Class of Service default values

Class of Service	1	2	3	4	5	6	7	8
Maximum Mailbox Message Time (in minutes)	15	15	15	15	5	5	20	20
Maximum Message Length (in minutes)	3	3	7	7	3	3	2	2
Message Retention Period (in days)	30	30	0	0	7	7	15	15
Maximum Greeting Length (in minutes)	1	1	1	1	1	1	10	10
Enable Off-premise Message Notification	Y	Y	Y	Y	N	N	Y	Y
Retry Intervals (in minutes)	5	5	10	10	15	15	30	30
Maximum Number of Attempts	3	3	5	5	7	7	9	9
Enable Outbound Transfer	Y	Y	Y	Y	N	N	Y	Y
Maximum Incorrect Password Attempts	9	9	9	9	6	6	4	4
Password expiry (in days)	90	90	90	90	60	60	30	30
Enable Networking*	Y	Y	Y	Y	N	N	Y	Y
Enable Personal Target Attendant	Y	Y	Y	Y	N	N	Y	Y
Enable Call Record	N	N	N	N	N	N	N	N
Prompt language	P	A	P	A	P	A	P	A
User Interface Style	The interface selected from the Installation Wizard as the primary interface.							
Class of Service	**9**	**10**	**11**	**12**	**13**	**14**	**15**	**16**
Maximum Mailbox Message Time (in minutes)	10	10	30	30	120	120	120	120
Maximum Message Length (in minutes)	3	3	7	7	10	10	2	2
Message Retention Period (in days)	365	365	60	60	90	90	45	45
Maximum Greeting Length (in minutes)	1	1	2	2	3	3	5	5
Enable Off-premise Message Notification	Y	Y	N	N	Y	Y	Y	Y
Retry Intervals (in minutes)	5	5	10	10	15	15	30	30
Maximum Number of Attempts	3	3	5	5	7	7	9	9
Enable Outbound Transfer	Y	Y	N	N	Y	Y	Y	Y
Maximum Incorrect Password Attempts	9	9	9	9	6	6	4	4
Password expiry (in days)	90	90	90	90	60	60	30	30
Enable Networking*	Y	Y	N	N	Y	Y	Y	Y
Enable Personal Target Attendant	Y	Y	N	N	Y	Y	Y	Y
Enable Call Record	N	N	N	N	N	N	N	N
Prompt language	P	A	P	A	P	A	P	A
User Interface Style	The interface selected from the Installation Wizard as the primary interface.							

* If the Message Networking option is installed. 0 = indefinite; never expire, P = Primary Language, A = Alternate Language

CallPilot system defaults

System properties

Maximum number of outcalling channels	1
Voicemail	Enabled
Group Lists	Enabled
Enable Trivial Password Checking	Not enabled
Group List leading digit	9
External initialization	Not enabled
Company Directory	Enabled
General Delivery Mailbox	Enabled
Redirect DN	Not enabled
Enable Network Transfers	Not enabled
Bilingual operation Primary language Alternate language	Not enabled As Selected in Quick Install Wizard No default
Canadian Pronunciation	Not enabled
Search Company Directory By	Last name
CallPilot User Interface	Enabled
Name Prefix	11
Special Prefix	19
Primary UI	As Selected in Quick Install Wizard
Country (CallPilot 100/150 only)	Depends on location
Time zone (CallPilot 100/150 only)	100/150
Daylight Savings Time (CallPilot 100/150 only)	Not enabled

Feature codes

Leave Message	980
Open Mailbox	981
Operator Status	982
System Programming	983
Call forward to CallPilot	984
CallPilot extension	985
Transfer	986
Interrupt	987

Call Record	989

Line answering

Table / Skillset Number	1
Answer Mode	None
Greeting Table number	1
Number of rings	0

Greeting Tables

Custom Auto Attendant Menu Prompt	Enabled **Disabled**
Morning Greeting	1
Afternoon Greeting	2
Evening Greeting	3
Non-business Greeting	4
Language Preference	PRI
Attendant extension	No default
CCR Tree	None
Business Hour start times	Morning 12:00 am (midnight) Afternoon 12:00 pm (noon) Evening 6:00 pm Non-business 6:00 pm

Auto Attendant

Return to Auto Attendant	Disabled
Touchtone Gate	None
Use Customized Digits	Disabled

Operator and Business Status

Receptionist or Operator available	N
Business open	Y
Answer lines	Y
Receptionist or Operator extension	No default

Holiday Schedule

Holiday Name (maximum of 63 characters)	**Date**	**Repeating or Non Repeating** R= Repeating NR= Non Repeating